



CASE STUDY

Reducing Mission Partner Costs

Implementation Consultant

Rising costs of Tier One Help Desk were a concern, mission partner sought to reduce overall expenses, while maintaining access to essential IT services. Goal was to bypass Tier One using alternative models, like self-service, automation, or direct Tier Two routing, ensuring timely and effective IT support at lower costs.

CHALLENGES

- Customer resistance to using the ServiceNow portal.
- Lack of training hindered portal adoption.
- SME buy-in needed for accurate service requests.
- Extra coordination required for correct request routing.
- Governance issues in restricting service request access.

STRATEGIC RESPONSE

- Analyzed data to improve issue routing efficiency.
- Collaborated with SMEs for accurate request routing.
- Created workflows aligning with compliance standards.
- Tested ServiceNow for reliable functionality.
- Engaged customers to refine portal experience.
- Ensured intuitive portal for easy adoption.
- Reduced resistance by enhancing user-friendliness.

REQUEST FURTHER INFO

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RESULT



160 hrs/month



\$119K annual savings

CONCLUSION

- Eliminated need for Service Desk calls.
- Customers submit requests via ServiceNow portal.
- Automatic routing to appropriate support level.
- Improved efficiency and resolution times.
- Increased customer satisfaction with faster service.
- Delivered cost savings by reducing Tier One use.
- Enhanced transparency and user experience.
- Strengthened service quality and customer trust.

Case Study Reference - **4041**



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